Course Submission

Please complete the items below and submit to the Advisory Committee for 911 Service Oversight, P.O. Box 116, Jefferson City, MO 65102. Please include all course materials with this submission.

Name of Organization or Individual:_____

Point of Contact:_____ Phone Number:_____

Name of Course _____

1. Attendance Policy

2. Evaluation Plan
    __ Attendance & Participation
    __ Written Test
    __ Oral Test
    __ Practical Exercise

3. Course Objectives

4. Requested Credit Category.
    __ 40 hr. Joint Initial Training
    __ 16 hr. Initial Training
        __ Law Enforcement
        __ Fire
        __ Emergency Medical
    __ 16 hr. Biannual Refresher Training

5. Total Hours training in the eight Core Curriculum Area's:

    _____ **(1) Roles & Responsibilities** *- minimum 4 hours required for 40 hour training package and 2 hours for 16 hour training package*

    Training focuses on the organization's mission, ethics and values, professionalism, characteristics and skills, Risk Management, Service Circa Geography, Overview of Community and Agencies Served, role in Public Safety Team, Media relations and resource materials.

_____ **(2) Legal Aspects Applicable** *- minimum of 2 hours recommended for 40 hour training package and 1 hour for 16 hour training package*

Training focuses on Law Enforcement Agencies, Fire & Rescue Agencies and Public Safety Communications Agencies.

_____ **(3) Interpersonal Communications** *- minimum of 6 hours recommended for 40 hour training package and 2 hours for 16 hour training package*

Training focuses on the communication process, telephone, techniques, Processing Information, Customer Service and Cultural Diversity.

_____ **(4) Technologies** *- minimum of 2 hours recommended for 40 hour training package and 2 hours for 16 hour training package*

Training focuses on telephone instruments and features, 911 Basic and Enhanced, Automatic Number Identification, Automatic Location Identification, Call Trace Procedures, Computerized Maps, Logging Recorders, Computerized Aided Dispatch Systems and Radios.

_____ **(5) Telephone Techniques/Call Processing** *- minimum of 7 hours recommended for 40 hour training package and 3 hours for 16 hour training package*

Training focuses on Public Relations, Call Receipt, Interviewing, Controlling the call, Types of Callers and High Risk/Difficult Calls

_____ **(6) Call Classification** *- minimum of 8 hours recommended for 40 hour training package and 2 hours for 16 hour training package*

Training focuses on Call Categories and Call Types.

_____ **(7) Radio Communications** *- minimum of 8 hours recommended for 40 hour training package and 3 hours for 16 hour training package*

Training focuses on Procedures and Protocols, Radio Discipline, FCC Rules and Public Safety Responder Safety.

_____ **(8) Stress Management** *- minimum of 3 hours recommended for 40 hour training package and 1 hour for 16 hour training package*

Training focuses on causes, Strategies for dealing with Stress, Peer Support and Critical Incident Stress Briefing (CISD).

6. Total hours requested by the Provider _____ .